

# Cuando todo se tambalea

Jornada sobre la Atención Primaria de salud  
**Bilbao 24/05/25**

## Ponencias

### Luis Palomo Cobos

Especialista en MFyC y diplomado en Salud Pública, en Metodología de la Investigación y en Bioestadística

### Susana Martín Benavides

Especialista en MFyC, primera Subdirectora para la Coordinación de la Atención Primaria de Euskadi

### Sergio Minué Lorenzo

Especialista en MFyC, doctor en economía, profesor Escuela andaluza de Salud Pública

*Entrada libre hasta completar el aforo*

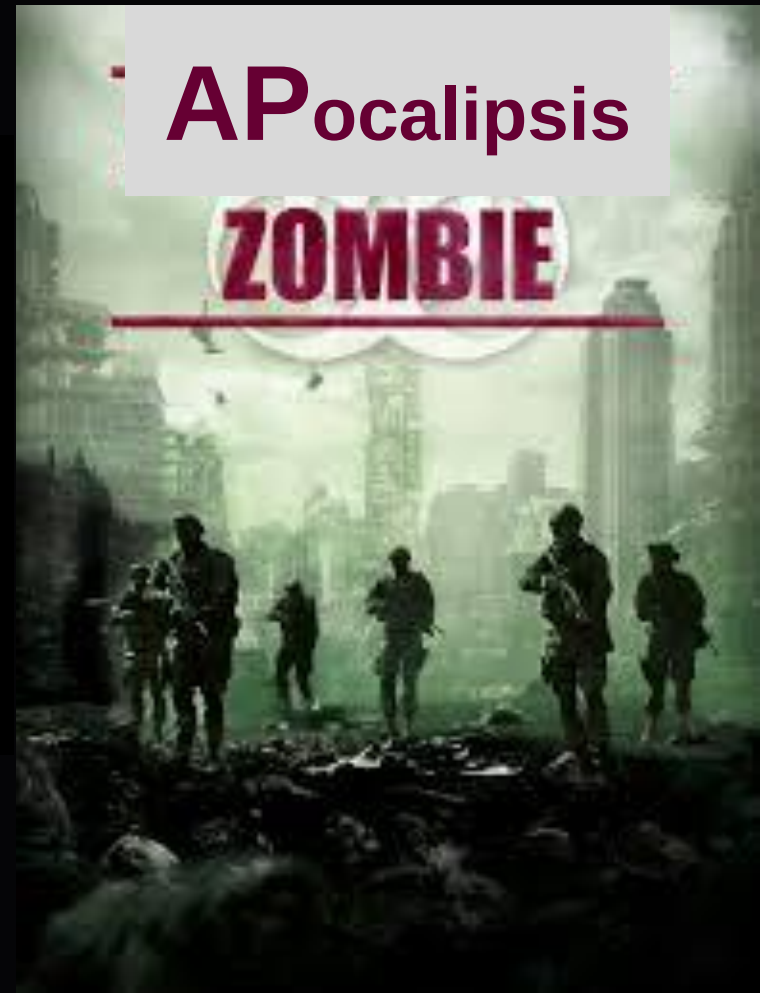
**OSALDE**

OSASUN ESKUBIDEAREN ALDEKO ELKARTEA  
ASOCIACIÓN POR EL DERECHO A LA SALUD

**hika ateneo**

Eskola Zumarkalea, 1, Ibaiondo,  
48006 Bilbao, Bizkaia

Cuando todo se tambalea



¿Está en crisis el actual modelo sanitario del Sistema Público de Salud?

¿Nuestro modelo sanitario se basa en la atención primaria?

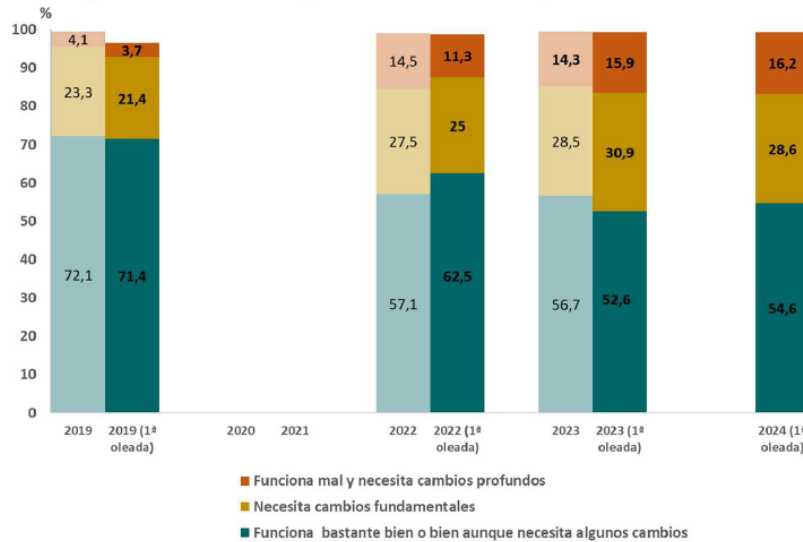
La crisis de la AP: cómo este nivel de atención acaba colapsando

¿Qué cambios son necesarios?

# Satisfacción

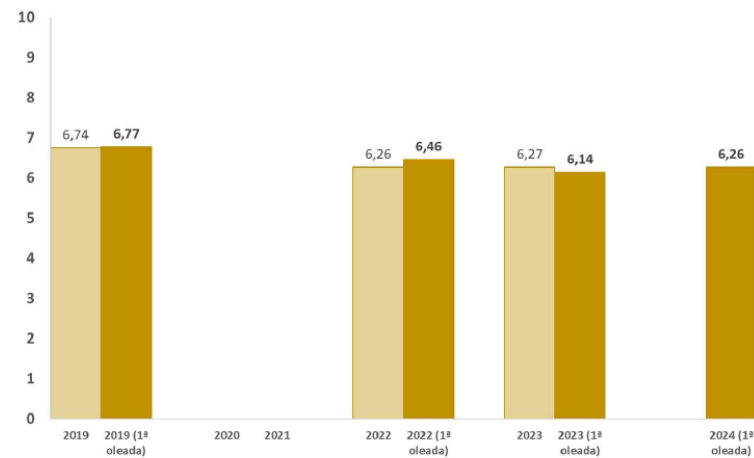
Gráfica 1. Valoración del funcionamiento del sistema sanitario. Evolución 2015-2024. Total y primera oleada de cada año

Población general de 18+ años (1ª oleada 2024 n=2576)



Gráfica 2. Satisfacción con el funcionamiento del sistema sanitario público. Evolución 2015-2024. Total y primera oleada de cada año

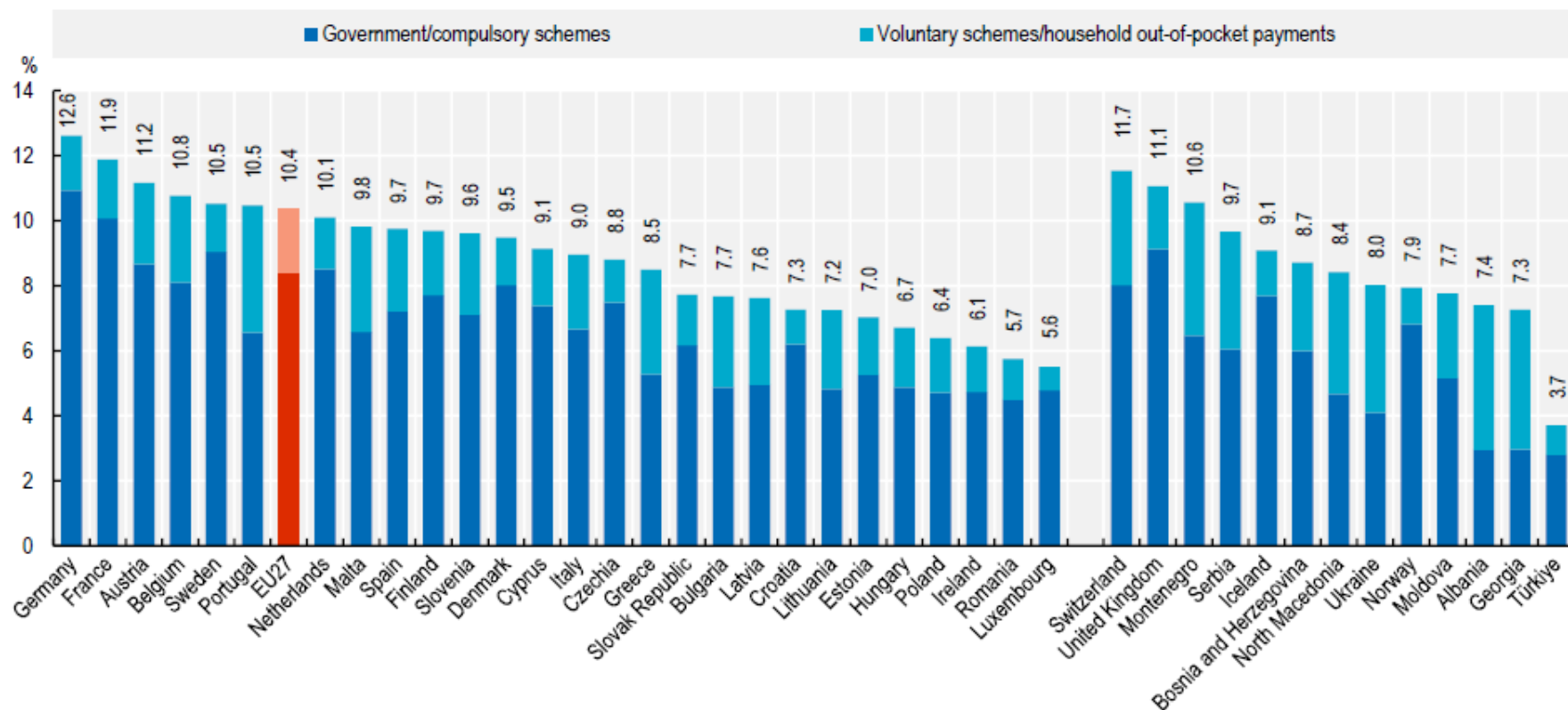
Población general de 18+ años (1ª oleada 2024 n=2576)



Barómetro sanitario 2024

# La distribución del gasto

Figure 5.3. Health expenditure as a share of GDP, 2022 (or nearest year)

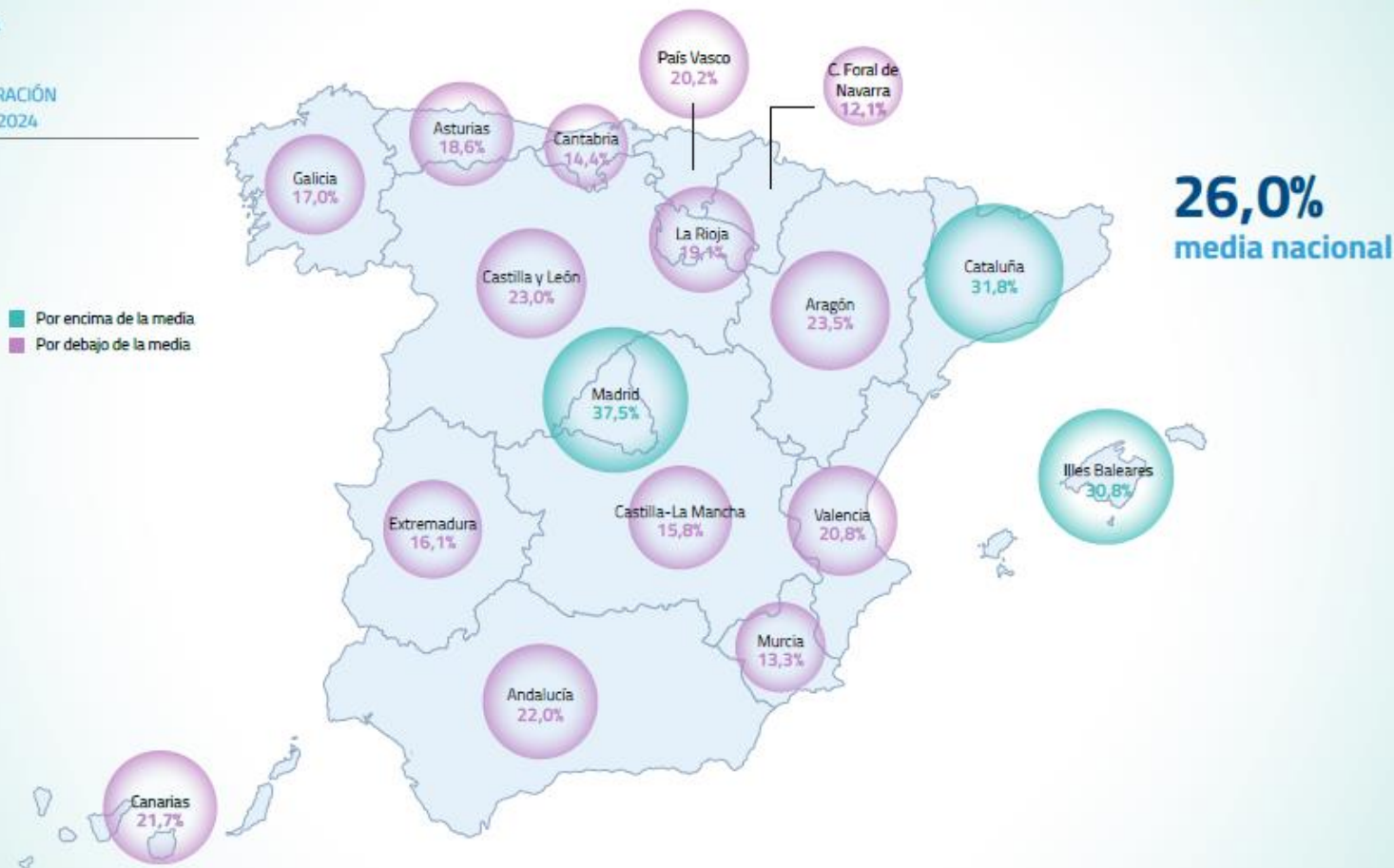


# El crecimiento del sector privado

## 1.2. Actividad aseguradora

### Gráfica 11

ESTIMACIÓN DE LA PENETRACIÓN  
DEL SEGURO PRIVADO (%), 2024

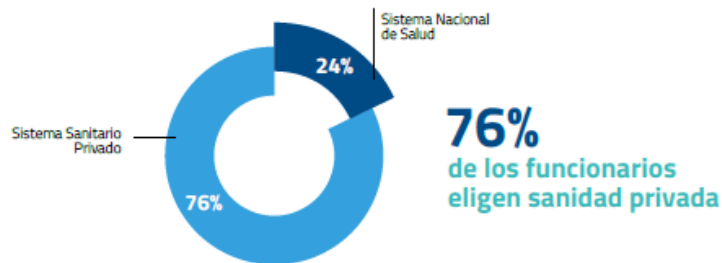


Fuente: ICEA, Seguro de Salud, 2025. INE: Censo municipal.

# La “solución” a MUFACE

**Gráfica 13**

ELECCIÓN DE ASISTENCIA DEL FUNCIONARIADO, 2024



Fuente: Elaboración propia a partir de los datos de ICEA Seguro de Salud 2025 y memorias de las mutualidades 2023

**Tabla 1**

COMPAÑÍAS ASEGURADORAS QUE MANTIENEN CONCIERTO CON LAS MUTUALIDADES, 2022-2024

|        | ASISA | DKV | SEGUROCAIXA ADESLAS | MAPFRE | NUEVA MUTUA SANITARIA | SANITAS |
|--------|-------|-----|---------------------|--------|-----------------------|---------|
| MUFACE | ✓     | ✓   | ✓                   | -      | -                     | -       |
| ISFAS  | ✓     | -   | ✓                   | -      | -                     | -       |
| MUGEJU | ✓     | ✓   | ✓                   | ✓      | ✓                     | ✓       |



¿Está en crisis el actual modelo sanitario del Sistema Público de Salud?

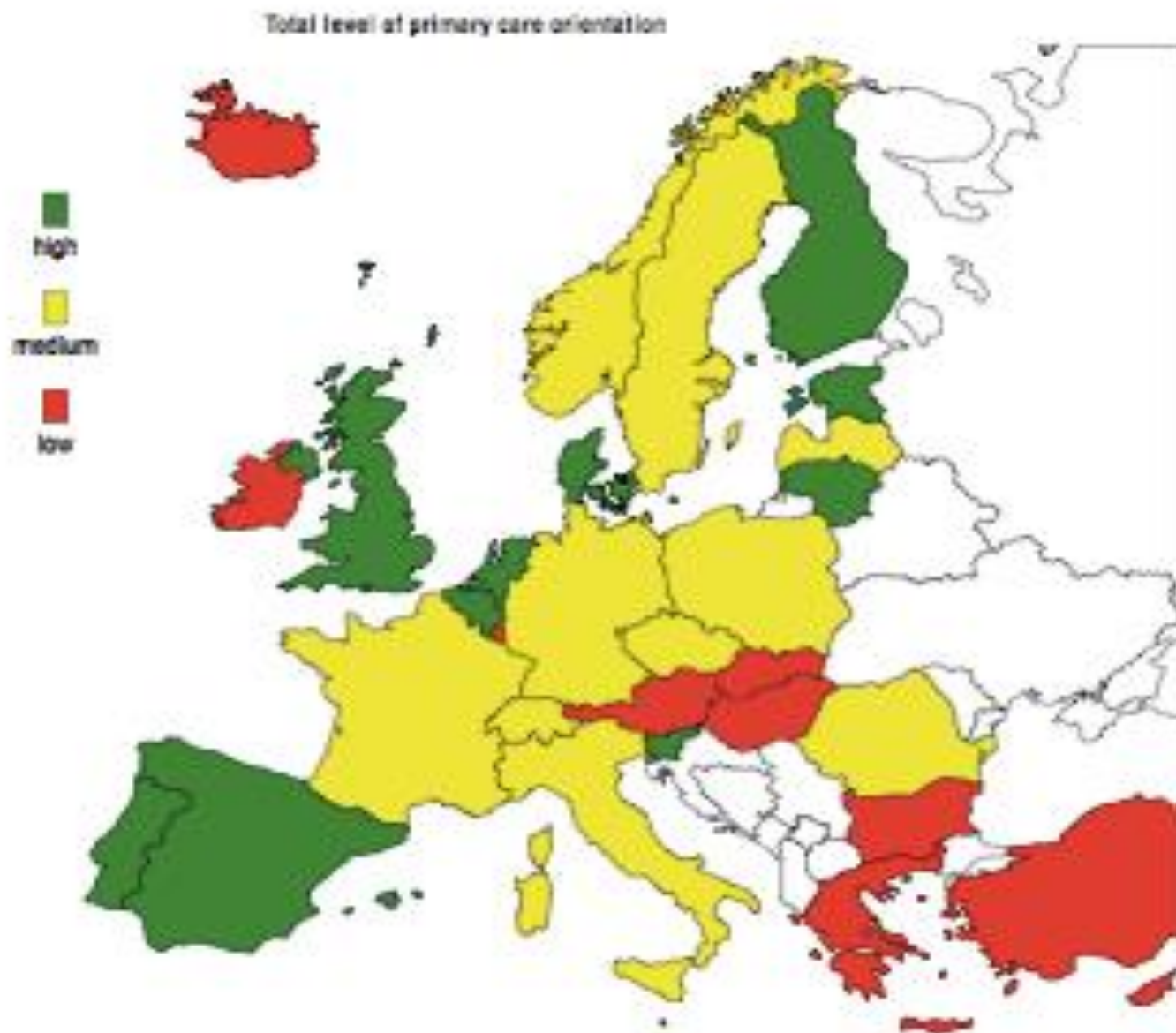
¿Nuestro modelo sanitario se basa en la atención primaria?

La crisis de la AP: cómo este nivel de atención acaba colapsando

¿Qué cambios son necesarios?

## Variation in the overall strength of primary care in Europe

Kringos et al, 2015



**Media días de espera para que la cita sea atendida en atención primaria por año y CCAA**

| CCAA                 | 2018 | 2019 | 2022 | 2023 |
|----------------------|------|------|------|------|
| Andalucía            | 3,8  | 5,6  | 9,6  | 10,4 |
| Aragón               | 3,3  | 3,5  | 7,5  | 7,6  |
| Asturias             | 3,3  | 3,7  | 5,6  | 4,9  |
| Cantabria            | 3,9  | 4,9  | 6,5  | 6,3  |
| Castilla y León      | 3,2  | 3,2  | 5,6  | 5,8  |
| Castilla-La Mancha   | 3,5  | 3,9  | 6,4  | 8,3  |
| Canarias             | 4,1  | 5,4  | 9,7  | 8    |
| Cataluña             | 7,5  | 8,9  | 11,6 | 12,1 |
| Extremadura          | 3,7  | 4,1  | 6,6  | 6,6  |
| Galicia              | 2,8  | 4    | 6    | 6,7  |
| Islas Baleares       | 4,7  | 5,5  | 9,3  | 7,9  |
| Murcia               | 4,4  | 5,3  | 8,5  | 6,5  |
| Comunidad de Madrid  | 3,6  | 3,8  | 9    | 9,6  |
| Navarra              | 3,4  | 3,8  | 7,1  | 5,6  |
| País Vasco           | 3,6  | 3    | 5,3  | 5,7  |
| La Rioja             | 3,2  | 2,6  | 7,6  | 6,8  |
| Comunidad Valenciana | 4,5  | 6,4  | 10   | 9,8  |

# Mantener el mismo médico de APS más de 15 años reduce la mortalidad hasta un 30%

## Research

Hogne Sandvik, Espen Halken, Jørgen Skjelberg and Steinar Hunsbakken

### Continuity in general practice as predictor of mortality, acute hospitalisation, and use of out-of-hours care: a registry-based observational study in Norway

a registry-based observational study in Norway

#### Abstract

**Background** Continuity in general practice is a well-known predictor of patient health, but little is known about its impact on mortality, acute hospitalisation, and use of out-of-hours care.

**Aim** To explore continuity in general practice as a predictor of mortality, acute hospitalisation, and use of out-of-hours care in a population-based study in Norway.

**Design and setting** A registry-based observational study in Norway, using data from the Norwegian Patient Registry.

**Results** Continuity in general practice was a significant predictor of mortality, acute hospitalisation, and use of out-of-hours care. The effect was strongest for mortality and acute hospitalisation, and for use of out-of-hours care in the 11–15 year continuity group.

**Conclusion** Continuity in general practice is a significant predictor of mortality, acute hospitalisation, and use of out-of-hours care. The effect was strongest for mortality and acute hospitalisation, and for use of out-of-hours care in the 11–15 year continuity group.

**Keywords** Continuity in general practice, mortality, acute hospitalisation, use of out-of-hours care, Norway.

#### Introduction

Continuity is a core value of primary care, reflecting a relationship between a patient and a GP, who then takes personal responsibility for the patient's medical needs.<sup>1</sup> Continuity is not limited to the type of disease and medical approach of various primary care providers, but also to the continuity of the patient's relationship with a primary care provider.<sup>2</sup> Continuity has been shown to be associated with lower mortality rates,<sup>3</sup> lower hospital admission rates,<sup>4</sup> and lower use of out-of-hours care.<sup>5</sup> However, the impact of continuity on these outcomes has been studied in recent years.

There is no universal agreement about how continuity should be defined, but most definitions usually include information, emotional, and other personal continuity.<sup>6</sup> Emotional continuity means that the doctor has adequate access to all relevant information about the patient, longitudinal continuity means that the doctor has a long-term relationship with the patient, and information continuity means that the doctor has access to all relevant information about the patient.

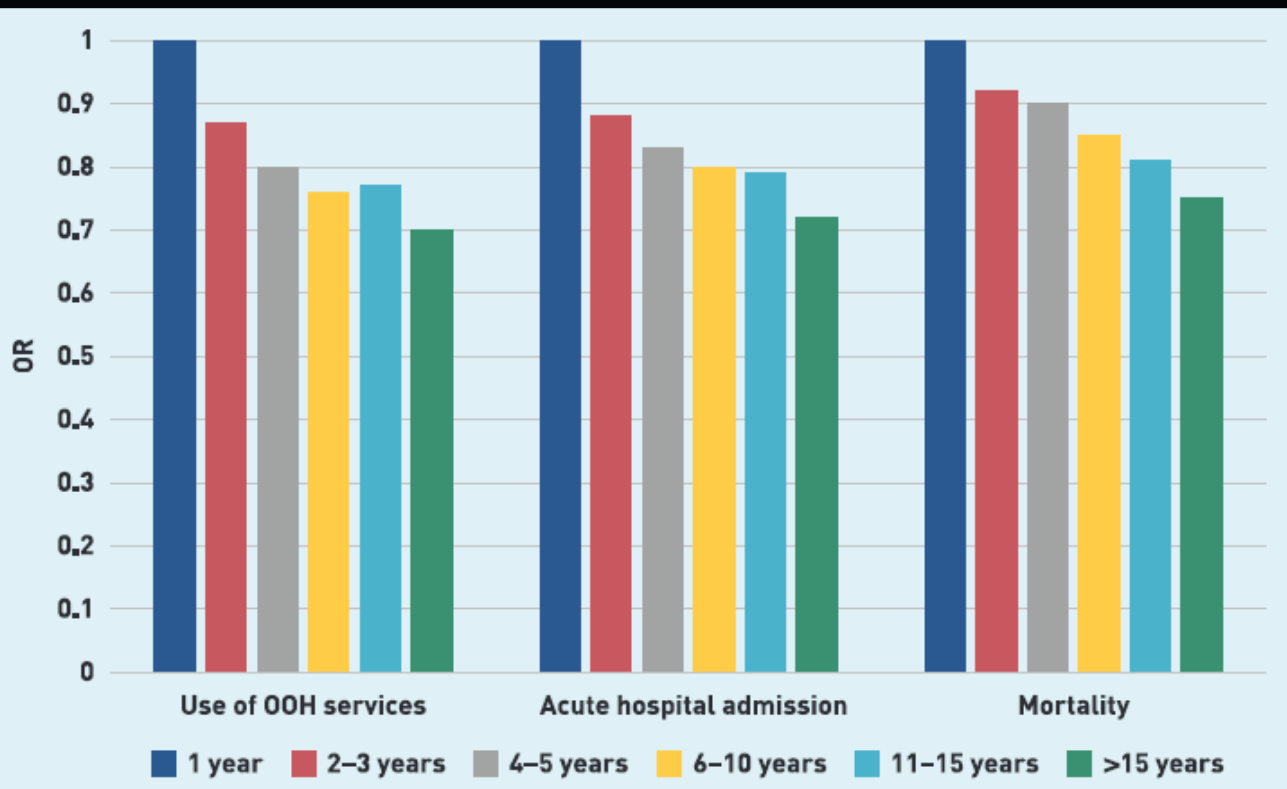
Continuity in general practice has been shown to be a significant predictor of mortality, acute hospitalisation, and use of out-of-hours care. The effect was strongest for mortality and acute hospitalisation, and for use of out-of-hours care in the 11–15 year continuity group.

that, it is with the most frequent provider.<sup>7</sup> Most of these studies have been conducted with small patient samples and rather short observation periods. There is some evidence on studies with larger, population-based, long-term, and hard endpoints.

In a limited number of studies, such as in the UK, the Netherlands, Denmark, or Norway, most of the studies are based on a general practice or a single general practice, and the results are not generalisable to the whole population.<sup>8–10</sup> The aim of the present study, based on Norwegian registry data, was to explore, in a national context, the effects of longitudinal continuity on mortality, acute hospitalisation, and use of out-of-hours care.

**Methods**  
**The Norwegian GPR Study**  
In Norway, the state is responsible for providing the primary health services, and the responsibility of the

state is to ensure that all citizens have access to the same level of health services. The Norwegian GPR Study is a national study of general practice in Norway, and it is the largest study of its kind in the world.



# General practitioners retiring or relocating and its association with healthcare use and mortality: a cohort study using Norwegian national data

Kristin Hestmann Vinjerul <sup>1</sup>,<sup>\*</sup> Andreas Ashelm <sup>2,3</sup>,  
Kjartan Sarheim Anthun,<sup>4</sup> Fredrik Carlsen,<sup>5</sup> Bente Prytz Mjølstad,<sup>6</sup>  
Sara Marie Nilsen,<sup>2,7</sup> Kristine Pape,<sup>1</sup> Johan Håkon Bjørngaard<sup>1,8</sup>

## ABSTRACT

**Background** Continuity in the general practitioner (GP)-patient relationship is associated with better healthcare outcomes. However, few studies have examined the impact of permanent discontinuities on all listed patients when a GP retires or relocates.

**Aim** To investigate changes in the Norwegian population's overall healthcare use and mortality after discontinuity due to regular GPs retiring or relocating.

**Methods** Linking national registries, we compared days with healthcare use and mortality for matched individuals affiliated with Regular GPs who retired or relocated versus continued. We included list patients 3 years prior to exposure and followed them up to 5 years after. We assessed changes over time employing a difference-in-differences design with Poisson regression.

**Results** From 2011 to 2020, we identified 819 Regular GPs retiring and 228 moving, affiliated with 1 165 295 people. Relative to 3 years before discontinuity, the rate ratio (RR) of daytime GP contacts increased 3% (95% CI 2 to 4) in year 1 after discontinuity, corresponding to 148 (95% CI 54 to 243) additional contacts per 1000 patients. This increase persisted for 5 years. Out-of-hours GP contacts increased the first year, RR 1.04 (95% CI 0.99 to 1.09), corresponding to 16 (95% CI -5 to 37) contacts per 1000 patients. Planned hospital contacts increased 3% (95% CI 2 to 4) in year 1, persisting into year 5. Acute hospital contacts increased 5% (95% CI 3 to 7), primarily in the first year. These 1-year effects corresponded to 51 (95% CI 18 to 83) planned and 13 (95% CI 7 to 18) acute hospital contacts per 1000 patients. Mortality was unchanged up to 5 years after discontinuity.

**Conclusion** Regular GPs retirement and relocation were associated with small to moderate increases in healthcare use among listed patients, while mortality was unaffected.

## INTRODUCTION

Continuity in the doctor-patient relation is a core value in primary care, and studies suggest that being cared for by the same

## WHAT IS ALREADY KNOWN ON THIS TOPIC

⇒ Having a stable, ongoing relationship with a general practitioner (GP) is associated with positive health outcomes for patients and lower healthcare costs.

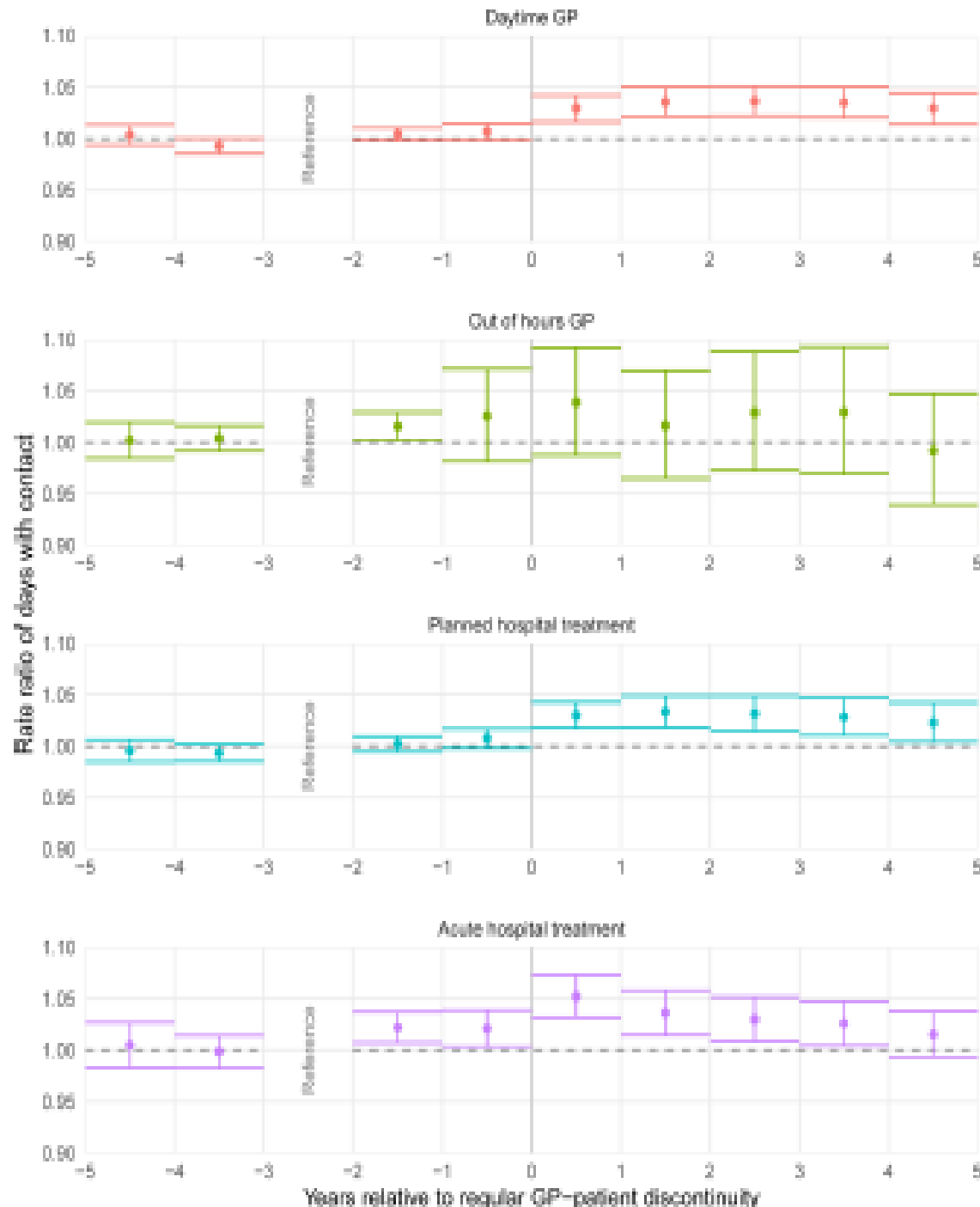
## WHAT THIS STUDY ADDS

⇒ With more than a decade of personal linked complete data, we found that people assigned to a Regular GP that permanently retired or moved, had small to moderate increases in healthcare use, and no change in mortality.

## HOW THIS STUDY MIGHT AFFECT RESEARCH, PRACTICE OR POLICY

⇒ The findings suggest robustness in the Norwegian healthcare system to individuals losing their Regular GP due to retirement or relocation.  
⇒ Further studies are required to detect any high-risk patient groups and cause specific mortality to accommodate potentially targeted prevention.

GP over time is associated with patient satisfaction, improved patient outcomes and reduced healthcare costs.<sup>1,2</sup> From this topic spans various dimensions of care,<sup>3</sup> which complicates our ability to discern how specific changes in continuity affect outcomes. In Norway, the Regular GP scheme facilitates interpersonal continuity between a named GP and a specific



► Additional supplemental material is published online only. To view, please visit the journal online (<https://doi.org/10.1136/bmj-2023-070640>).

For numbered affiliations see end of article.

Correspondence to: Dr Kristin Hestmann Vinjerul, [kristin.vinjerul@ntnu.no](mailto:kristin.vinjerul@ntnu.no)

Received 28 December 2023  
Accepted 26 June 2024

Check for updates

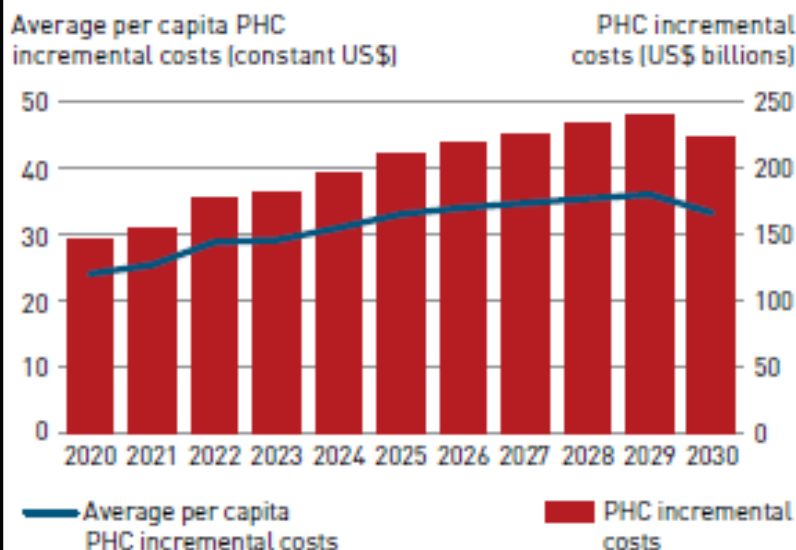
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To cite: Vinjerul KH, Ashelm A, Sarheim Anthun K, et al. *BMJ Qual Saf* 2024; ahead of print: please include Day Month Year. doi:10.1136/bmj-2023-070640



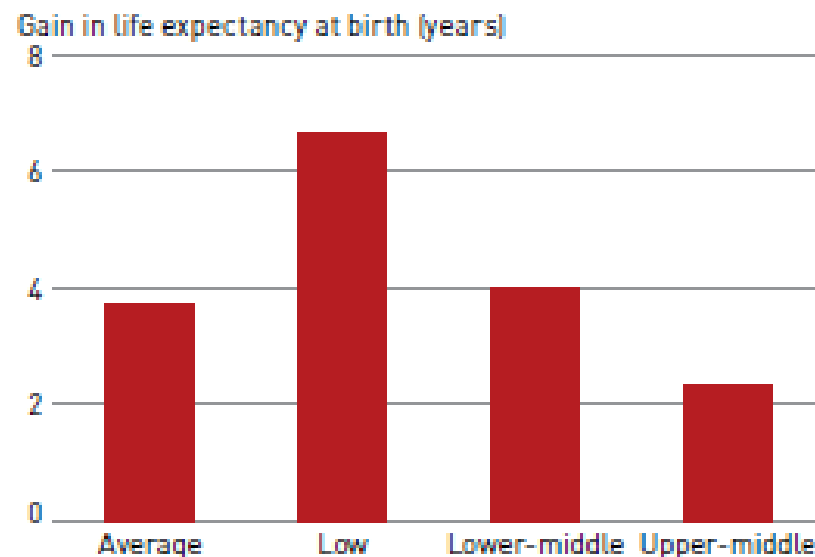
El informe representa una clara llamada para la acción a los gobiernos de todos los países para invertir un 1% adicional del Producto Interior Bruto (PIB) en Atención Primaria de Salud, que puede ser alcanzado bien mediante inversiones adicionales, o bien a través en ganancias en eficiencia o equidad

**FIGURE 4.11** About US\$200 billion a year of additional investment in primary health care is needed to reach universal health coverage by 2030



Source: Stenberg et al. 2019 Lancet Global Health (19).

**FIGURE 4.13** Average life expectancy gain from further primary health care investment



Source: Stenberg et al. (19).

# ¿Cuánto y en qué se invierte en AP tras la pandemia?

| Fecha      | Monto          | Plan                                                            | Destino                                                                                                                                                                  |
|------------|----------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Abril 2023 | 493,8 millones | Plan de Mejora de Infraestructuras de Atención Primaria (MINAP) | <ul style="list-style-type: none"><li>• Mejora de las infraestructuras de los centros</li><li>• Ampliación y renovación de su equipamiento clínico</li></ul>             |
|            | 85,3 millones  | Marco Estratégico de Atención Primaria y Comunitaria            | <ul style="list-style-type: none"><li>• transformación digital de la Atención Primaria y Comunitaria (APyC)</li></ul>                                                    |
| Julio 2024 | 172 millones   | Comisión de Atención Primaria y Comunitaria (CAPYCO)            | <ul style="list-style-type: none"><li>• Formación de los profesionales</li><li>• Mejora de la coordinación.</li><li>• Adquisición de nuevo equipamiento médico</li></ul> |

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¿Qué cambios son necesarios?

# Alternativas

Octubre  
2006

Atención Primaria  
del Siglo XXI:

Estrategias de  
mejora

Marco Estratégico  
para la Atención  
Primaria y  
Comunitaria

10 de Abril de 2019

SANIDAD 2019  
MINISTERIO DE SANIDAD, CONSUMO Y BIENESTAR SOCIAL

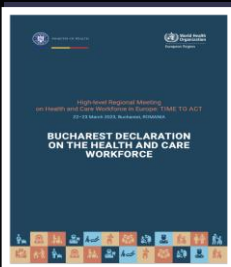
Plan de Acción de Atención Primaria y  
Comunitaria  
2022-2023

Marco Estratégico de Atención Primaria y Comunitaria

PLAN DE ACCIÓN DE ATENCIÓN PRIMARIA  
Y COMUNITARIA 2025-2027

Diciembre 2024

Sanidad 2024  
Ministerio de Sanidad



## 6 líneas de intervención

| Ámbito                                               | Responsabilidad               | Barreras                                |
|------------------------------------------------------|-------------------------------|-----------------------------------------|
| Educación médica                                     | Ministerio de Universidades   | Universidades                           |
| Planificación del Recurso Humano                     | Ministerio de Sanidad         | Partidos políticos                      |
| Financiación                                         | Ministerio de Hacienda        | Hacienda<br>Hospitales<br>Lobby médicos |
| Ambiente, condiciones de trabajo<br>Equilibrio vital | Gobierno/CCAA                 | Sindicatos<br>Ministerio de Hacienda    |
| Modelo de Atención Primaria                          | Ministerio de Sanidad<br>CCAA | Múltiples                               |
| Zonas desatendidas (rurales, remotas, violentas)     | Gobierno /CCAA                | Múltiples                               |

# ¿Sirve aún una Atención Primaria de 1982?



## **NOKIA MOBIRA SENATOR (1982)**

**!Extremadamente pesado !**

Este aparato luce más como un boombox que como un teléfono portátil, pero este dispositivo cuadrado y abultado era realmente el primer móvil (si es que se puede llamar así) de Nokia. Introducido en 1982, el Nokia Mobira Senator fue diseñado para uso en automóviles.





# ¿Hasta cuando la plaza en propiedad?

- Convocatoria
  - Periodicidad
  - Intencionalidad
- Prueba
- Latencia
- Continuidad
- Acreditación

thebmj  
BMJ 2016;355:f064 doi: 10.1136/bmj.f064 (Published 5 October 2016) Page 1 of 3

## HEAD TO HEAD

**Should all GPs become NHS employees?**  
Independent contractor status creates unnecessary stress, writes **Azeem Majeed**, but **Laurence Buckman** values his autonomy and distance from a non-benign employer

Azeem Majeed professor of primary care<sup>1</sup>, Laurence Buckman GP partner<sup>2</sup>

<sup>1</sup>Department of Primary Care and Public Health, Imperial College London, London W6 8RF, UK; <sup>2</sup>Temple Fortune Medical Group, London NW11 7TE, UK

**Yes—Azeem Majeed**

It's time that NHS general practitioners became NHS employees to end the anomaly that left GPs and their staff independently employed when the NHS was created in 1948.<sup>1</sup>

Currently, two main types of GPs work in the NHS: independent contractors (GP partners) and salaried employees. An increasing proportion of GPs are salaried employees rather than self-employed independent contractors: about 28% (10 063/35 586) of GPs in England were salaried in 2015 compared with just 4% in 2002 (1085/29 302).<sup>2</sup> However, salaried GPs are rarely employed by the NHS; generally, they are employed by other GPs or commercial companies.

A recent survey of 573 GP partners by *Pulse* magazine found that 51% would become salaried for the right deal.<sup>3</sup> The employment contracts of salaried GPs vary hugely, and they often have worse terms than doctors employed by the NHS—for example, less maternity leave or sick leave provision. Salaried GPs would therefore benefit from a transfer to NHS employment contracts, as would GPs who are currently self-employed.

**Most stressed**

Primary care in England's NHS is in crisis.<sup>4</sup> Recruitment of GPs is difficult throughout England, with many practices reporting vacant posts; many GPs are considering retiring early, and others want to cut down on their clinical work.<sup>5</sup>

In a survey of primary care carried out by the Commonwealth Fund in 11 countries GPs in the UK were the most stressed.<sup>6</sup> UK GPs also reported high levels of dissatisfaction with their style of work—for example, the short consultation lengths and high number of patient consultations a day in the UK (92% of GP consultations in the UK were less than 15 minutes compared with just 27% in the other 10 countries).<sup>7</sup> Our current model of primary care is failing, and we will see a gradual implosion of general practice in many parts of England, notwithstanding the recent recognition of this problem by NHS England and the promise of increased investment in the NHS Five Year Forward View.<sup>8</sup>

The problems faced by GPs are partly due to the contracts that general practices have to provide NHS services and the way secondary care is organised. These contracts encourage the NHS to transfer work to primary care with the expectation that GPs will pick up this work at little or no extra cost. Most GPs would have no problem with taking on such work if they were given time to deal with it during their current working week. If GPs had employment contracts similar to NHS consultants they could have job plans, with time allocated for clinical work and for activities such as administration, teaching, training, and research.

**Better career structure**

Furthermore, because they would be working in organisations that employ many GPs, we could develop a better career structure. For example, it may be possible to create posts for GPs who specialise in the care of elderly people or in child health and for GPs who take on clinical leadership, quality improvement, and NHS management roles.<sup>9</sup>

As NHS employees, GPs would lose many of the responsibilities that make their work stressful. They would no longer be personally liable for meeting the requirements of the Care Quality Commission,<sup>10</sup> and their hours of work would be protected by the European Working Time Directive. Any time spent working at evenings or weekends as part of extended hours schemes would have to be part of their contracted hours rather than in addition to their current work.

As employees, GPs would also no longer be the target of criticism from politicians, managers, the media, or the public when waiting times to see GPs increased or for not offering patients with complex health needs sufficient time. The NHS, as the employer, would be responsible for ensuring there were enough GPs to meet the demand for primary care and to address people's clinical needs.



## Reviving clinical governance? A qualitative study of the impact of professional regulatory reform on clinical governance in healthcare organisations in England



Tristan Price<sup>a,\*</sup>, John Tredinnick-Rowe<sup>b</sup>, Kieran Walshe<sup>c</sup>, Abigail Tazzyman<sup>d</sup>,  
Lana Ferguson<sup>e</sup>, Alan Boyd<sup>f</sup>, Julian Archer<sup>g</sup>, Maria Bruce<sup>h</sup>

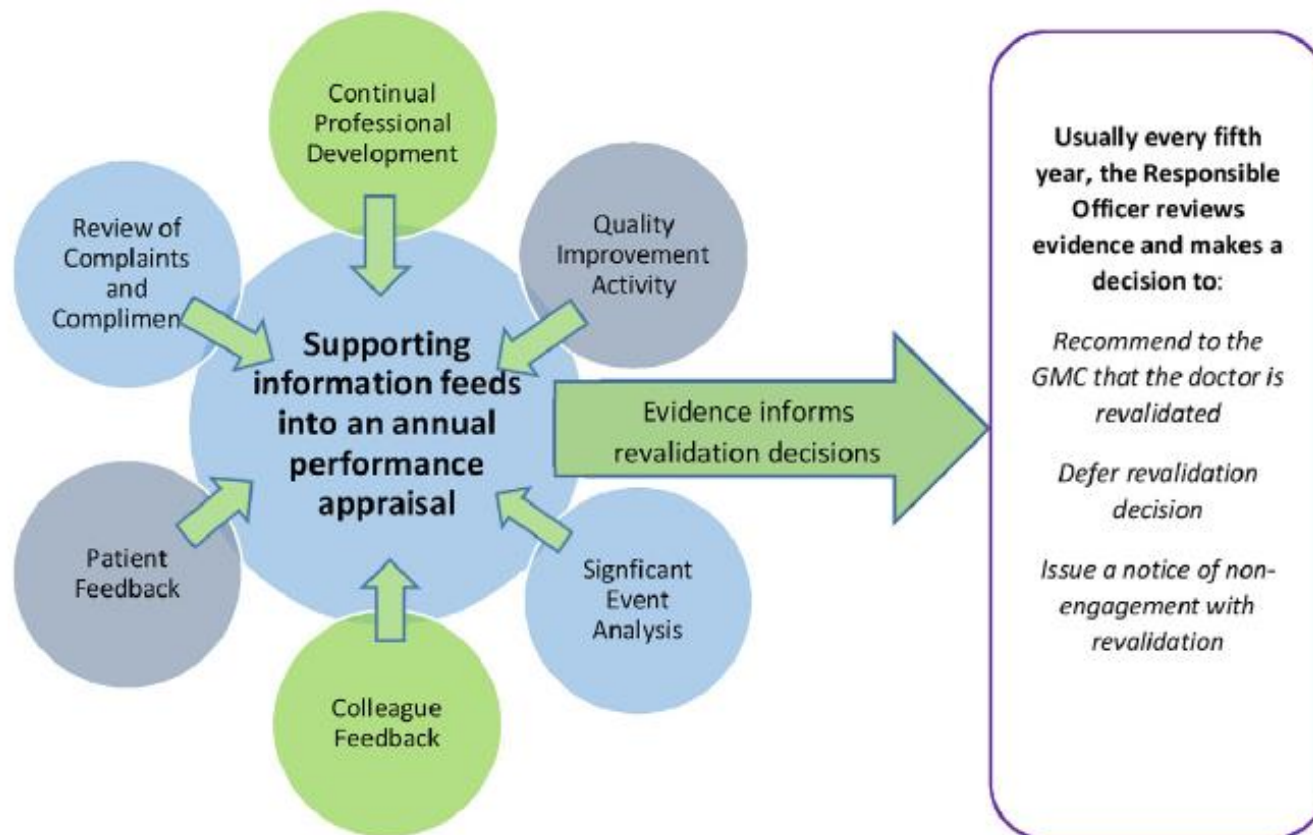


Fig. 2. Supporting information, appraisal and revalidation decisions.

**NOKIA MOBIRA SENATOR  
(1982)**

¡Extremadamente pesado!  
Este aparato fue más como un boombox que como un teléfono portátil, pero este dispositivo cuadrado y abultado era realmente el primer móvil (aunque se puede llamar así) de Nokia. Introducido en 1982, el Nokia Mobira Senator fue diseñado para uso en automóviles.



# Equipos multiprofesionales: el fin del “Llanero Solitario”

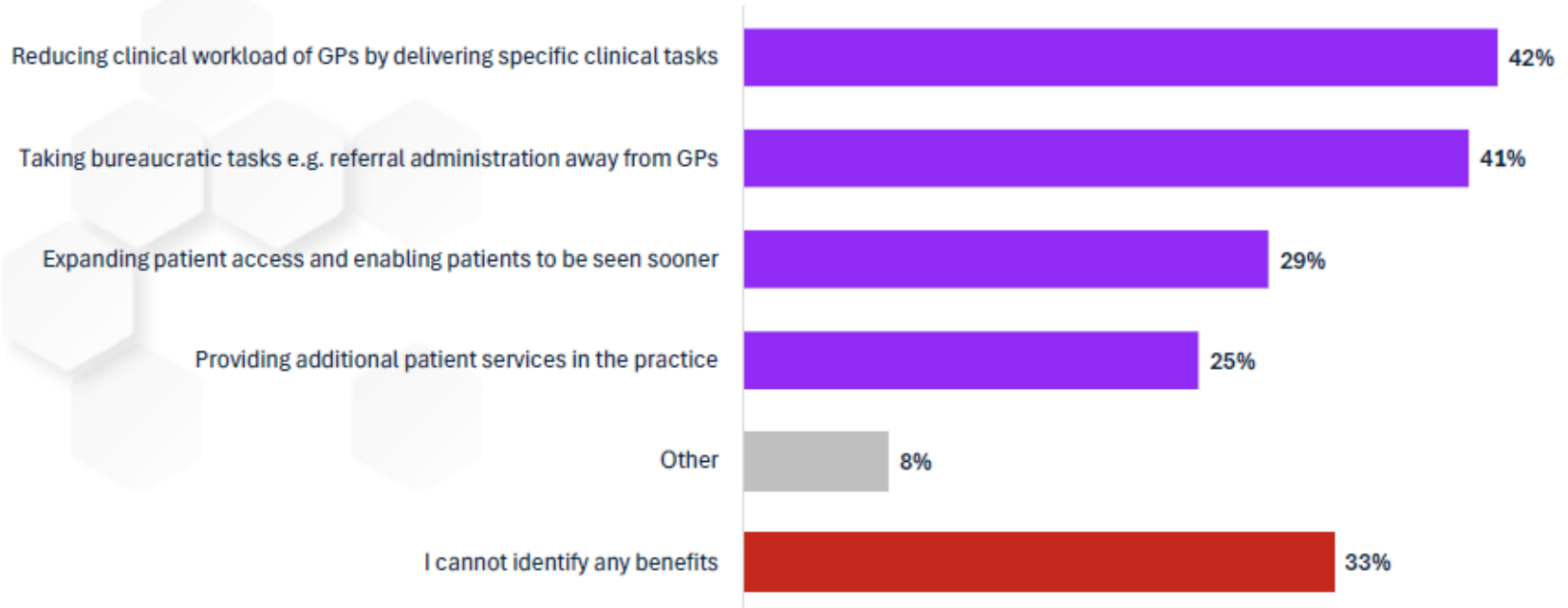
| CÍRCULOS                         | PERFILES                                                                                                                                                                                                    |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Núcleo                           | Médico de familia/Médico general<br>Enfermera/Agente comunitario<br>TENS                                                                                                                                    |
|                                  | Asistente Médico (Medical Assistant)<br>Prestadores de Práctica Avanzada (Advanced Practice Providers):<br>-Nurse Practitioner<br>-Ph-ysician Assistant<br>Agente comunitario/Promotor/<br>- Trabajo social |
| 2º Círculo (Equipo extendido)    | Odontología<br>Matrona<br>Fisioterapia<br>Psicólogo<br>Nutricionista<br>Farmacéuticos                                                                                                                       |
| 3º Círculo<br>(Equipo extendido) | Profesionales de la Salud pública<br>Gestor de población (Panel manager)<br>Gestor de navegación (Care navigator)<br>Promotores de activos (Health coaches)<br>¿Explotador de datos/diseñador de Prompts    |
| 4º Círculo<br>(Coproducción)     | Sanadores de la Medicina tradicional<br>Cuidadores<br>Pacientes                                                                                                                                             |

# El conflicto del 2024 en el NHS: Physician Associates

Research By Design | Report

v 1:0 | Jun-24

## Q37. What benefits (if any) do you consider there to be from having a PA in general practice?



Q37. What benefits (if any) do you consider there to be from having a PA in general practice? Base: Asked to all (5,111 respondents). *Please note, respondents were able to select multiple options.*



Royal College of  
General Practitioners



Research by Design  
MEMBERSHIP INTELLIGENCE

## EDITORIAL

# Diez minutos, ¡qué menos!



*"ya tenemos cierta edad como para andar esperando que mamá-papá-empresa venga a poner orden en nuestra habitación".*

*" Es cierto que no es tarea fácil, pero no por ello debemos adoptar una actitud pasiva esperando que «fuerzas superiores» vengan a resolver nuestros problemas, definiendo adecuadamente las funciones o con monsergas normativas similares".*



- Se abre la bolsa
- Se anuncia próxima concurso de traslado
- Las sociedades de Primaria ven prematuro el acuerdo.
- La desmotivación de los profesionales es creciente
- Ministro resalta los avances de la reforma de la AP de 1984.

2149

10.6.17

SEE IT IN REAL D. 3D AND IMAX

#BladeRunner2049

¿Está en crisis el actual modelo sanitario del Sistema Público de Salud?

¿Nuestro modelo sanitario se basa en la atención primaria?

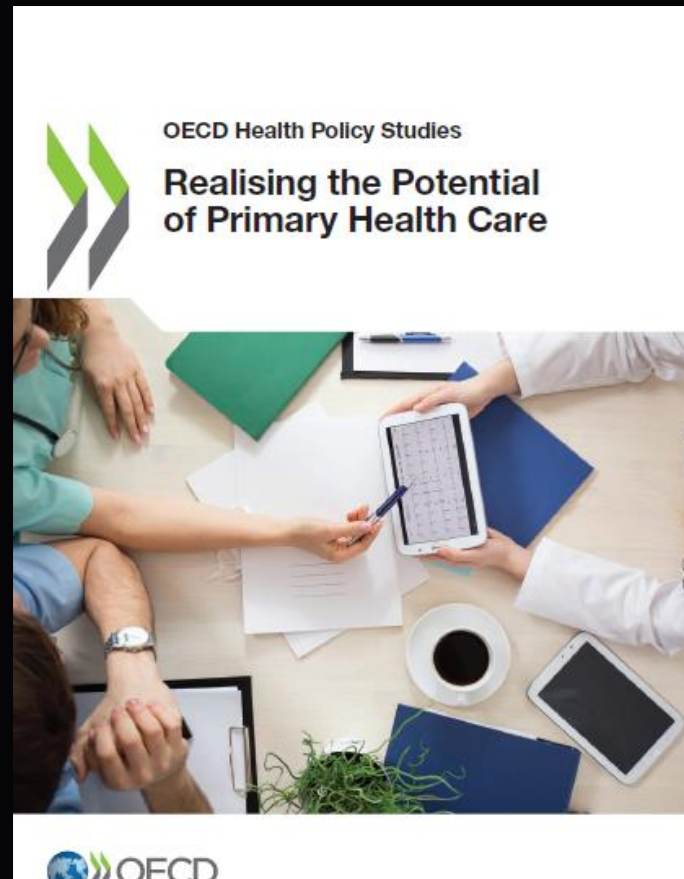
La crisis de la AP: cómo este nivel de atención acaba colapsando

¿Qué cambios son necesarios?

# ¿ALTERNATIVAS?

*“Seguir como hasta ahora no es una opción”*

*(business as usual in health care is no longer an option)*



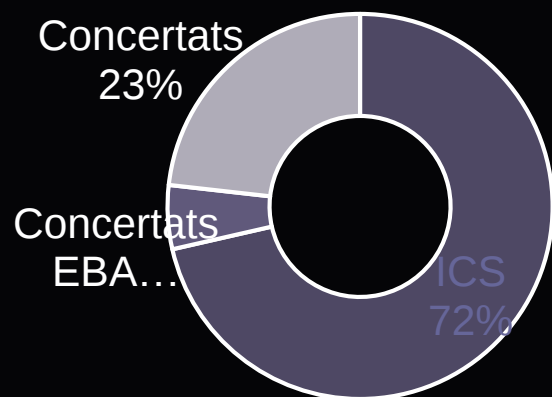


# Comité de Evaluación, Innovación y Reforma Operativa del Sistema de Salud (CAIROS)

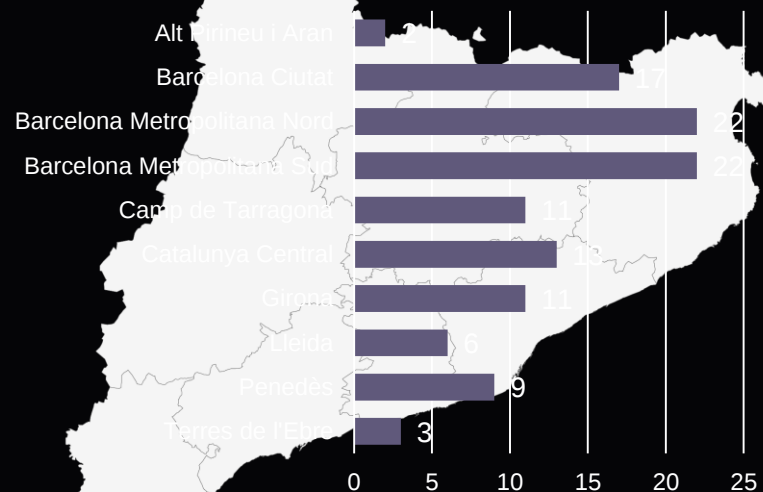
## Cronograma 2024-2025



**158 interesados (40%)**  
**116 han presentado proyecto**



Distribución  
proveedor



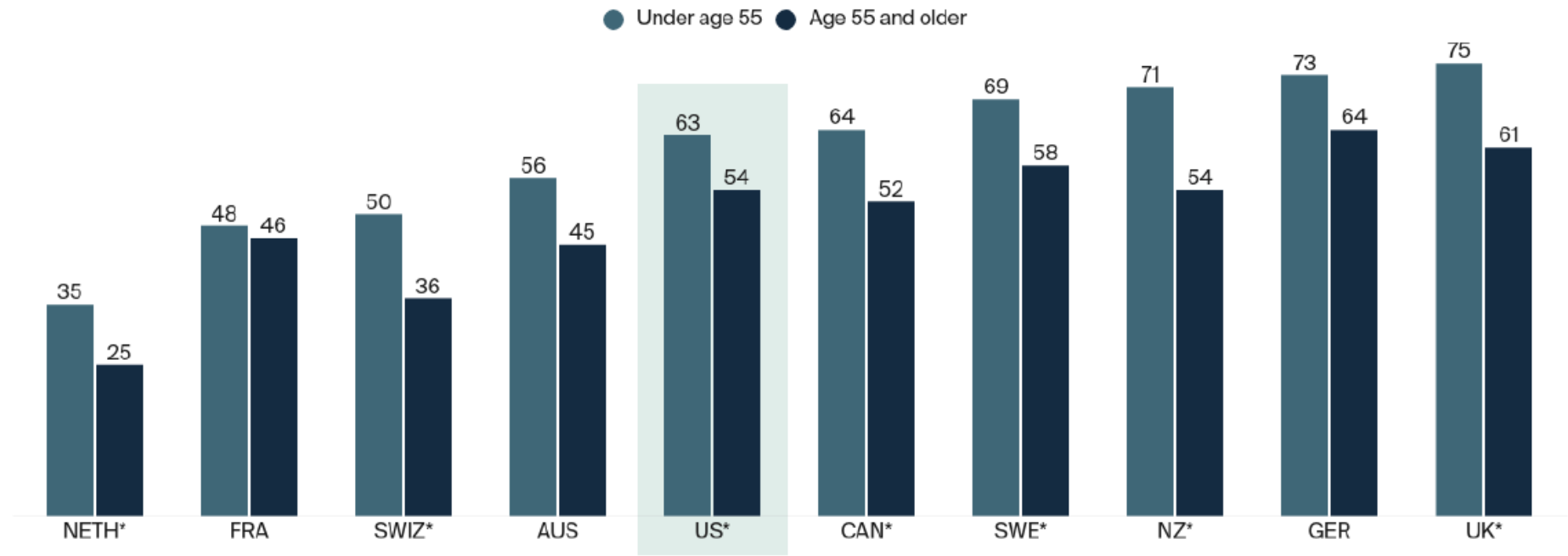
Distribución  
territorial

# Quemados



The  
Commonwealth  
Fund

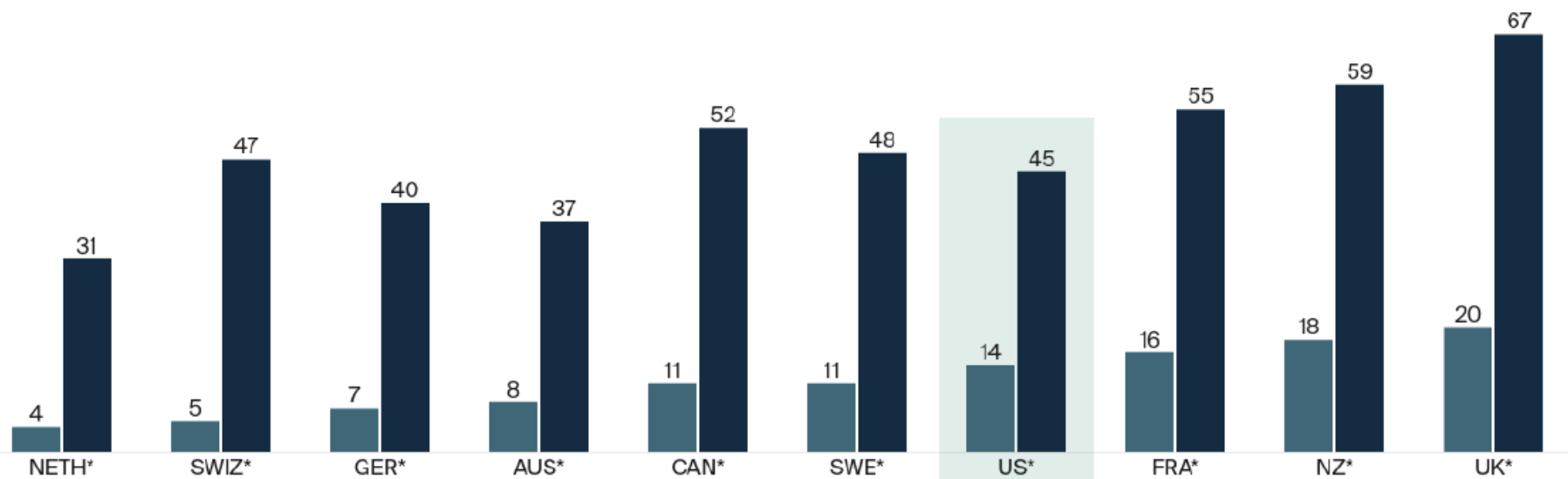
*Percentage of primary care physicians who reported their job was “very stressful” or “extremely stressful”*



# Y pensando en abandonar

Percentage of primary care physicians who said they plan to stop seeing patients in the next one to three years^

● Under age 55 ● Age 55 and older



# El burnout en España

(Gac Sanit 2024;38:102384)



## Prevalencia del síndrome de *burnout* en médicos que trabajan en España: revisión sistemática y metaanálisis

Antonio Pujol-de Castro<sup>a,\*</sup>, Grecia Valerio-Rao<sup>b</sup>, Pablo Vaquero-Cepeda<sup>c</sup> y Ferrán Catalá-López<sup>d,e,f</sup>

<sup>a</sup> Servicio de Medicina Preventiva, Hospital Clínico San Carlos, Madrid, España

<sup>b</sup> Servicio de Medicina Preventiva, Hospital Universitario Central de Asturias, Oviedo, España

<sup>c</sup> Servicio de Medicina Preventiva, Complejo Asistencial Universitario de Salamanca, Salamanca, España

<sup>d</sup> Departamento de Planificación y Economía de la Salud, Escuela Nacional de Sanidad, Instituto de Salud Carlos III, Madrid, España

<sup>e</sup> Centro de Investigación Biomédica en Red de Salud Mental (CIBERSAM), Instituto de Salud Carlos III, Madrid, España

<sup>f</sup> Clinical Epidemiology Program, Ottawa Hospital Research Institute, Ottawa, Ontario, Canada

En esta revisión sistemática y metaanálisis de 67 estudios (16.076 participantes) se observó una prevalencia de *burnout* del 24%. Se encontraron diferencias según el criterio diagnóstico. La prevalencia de *burnout* fue del 18% cuando se utilizó un criterio diagnóstico más conservador (incluyendo las tres dimensiones afectadas), y las cifras fueron más altas cuando se aplicaron criterios menos estrictos (del 29% para dos dimensiones y del 51% para una dimensión).

# #legermaleve

Tidsskriftet

ARTIKLER FAGOMRÅDER UTGAVER PODKAST PUBLISERING LEGEJOBBER SØK

## A compassionate health service

ARTICLE

REFERENCES

COMMENTS (1)

Kari Tveito *About the author*

### #legermaleve may go down in history as the action campaign that changed Norway's health sector.



Photo: Einar Nilsen

On 4 June 2023, a young female hospital doctor took her own life. A few days later, her partner wrote a Facebook post urging doctors and healthcare workers to take action to address their working conditions. He told how his loved one had been overworked and had developed a mental illness that was partly linked to major pressure at work.

Five months later, the Facebook group '#legermaleve' (doctors must live) has over 5,000 members. Doctors all over Norway have appeared in newspapers, on TV and on the radio, sharing stories of indefensible working conditions, burnout, long shifts and more. The group has also been featured in the media.

Published: 6 November 2023  
Tidsskr Nor Lægeforen 2023  
Vol. 143.  
doi: 10.4045/tidsskr.23.0724  
PlumX Metrics

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PDF

PRINT

Medicine, Health Care and Philosophy

<https://doi.org/10.1007/s11019-025-10258-7>

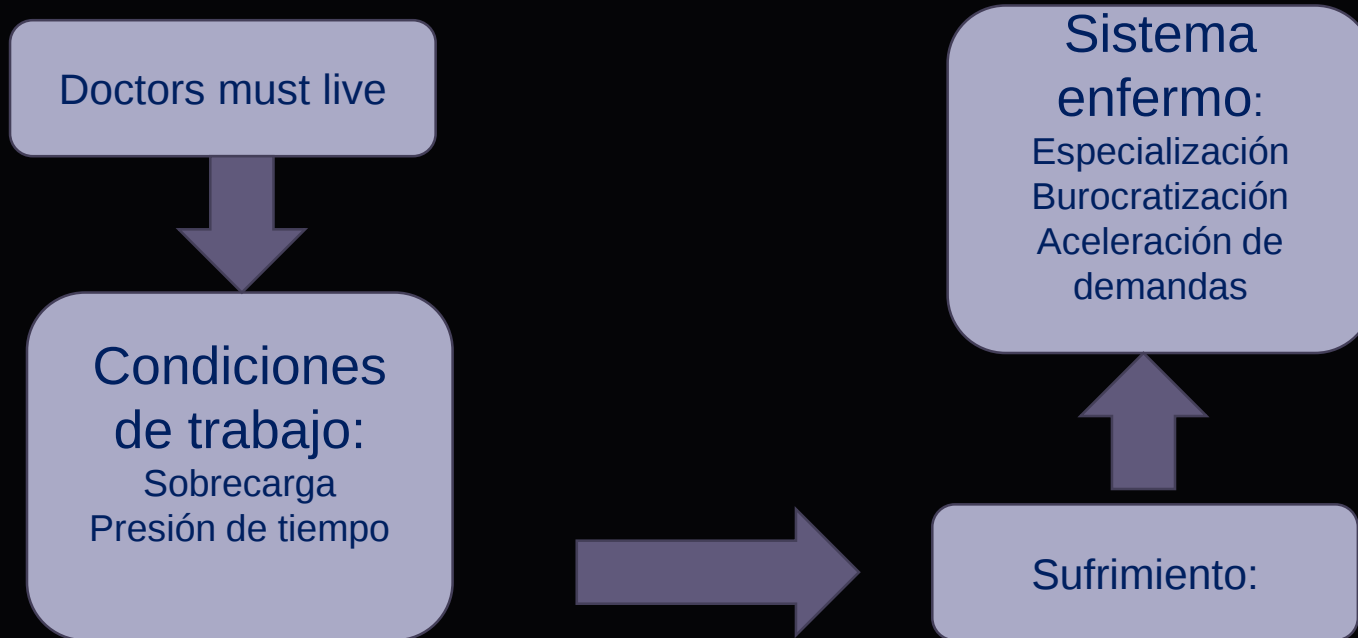
## SCIENTIFIC CONTRIBUTION

# «Doctors must live»: a care ethics inquiry into physicians' late modern suffering

Caroline Engen<sup>1,2,3</sup> 

Accepted: 22 January 2025

# Metodología basada en heurísticos (Vosman, Niemeijer)



# 1. Thinking along (Pensar en conjunto)

- Sobrecarga
  - Exceso de pacientes
  - Exceso de tareas burocráticas
- (In) Competencia
- (In) Suficiencia/culpa
- Responsabilidad
- Sufrimiento

«Doctors must live»: a care ethics inquiry into physicians' late modern suffering

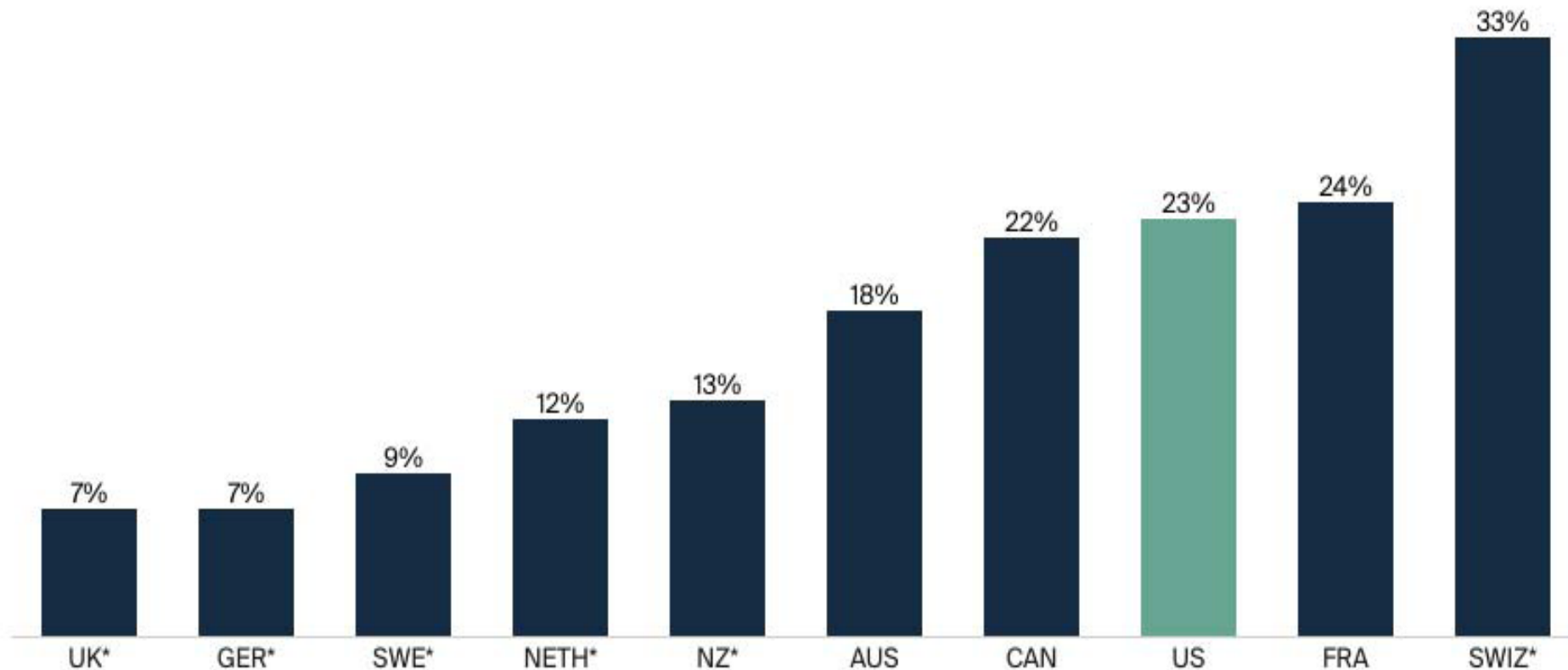
Caroline Engen<sup>1,2,3</sup> 

# Hartos de la falta de tiempo



The  
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*Percentage of physicians who said they were “extremely” or “very” satisfied with the amount of time they spent with each patient*

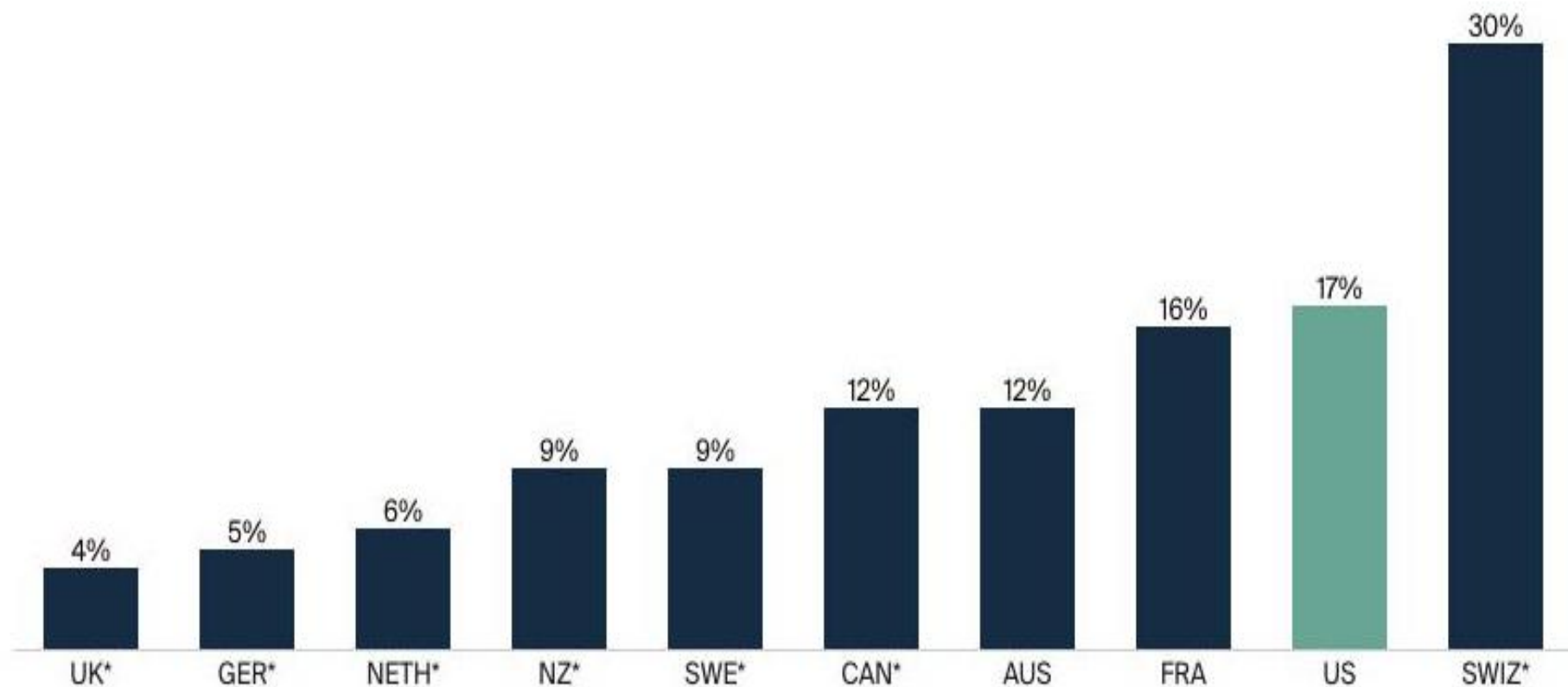


# Hartos de Sobrecarga



The  
Commonwealth  
Fund

*Percentage of physicians who said they were “extremely” or “very” satisfied with their daily workload*



## Pequeñas renunciaciones sin importancia

- A no tener suplente ante curso, enfermedad, vacaciones
- A no tomar la baja para no perjudicar a mis compañeros
- A no gestionar mi propia agenda
- A aceptar que cada paciente tiene 5 minutos
- A aceptar la demora cero
- A Historias clínicas centradas en la organización
- A la confidencialidad de los datos de mis pacientes
- A aceptar compromisos de actividad
- A realizar tareas que antes hacían otros (anticoncepción, ecografías, INR,...) sin recursos ni tiempo adicional.
- A hacer nuevas tareas (teleconsultas, correo, Whatsapp,..)
- A aceptar modelos sin evidencia ( estratificación de pacientes, organizaciones integradas, cribados sin demostración de reducción de mortalidad,acreditaciones,...)

# Counter-thinking

(Réplica)

- Replantear el marco (Framing)
  - Cantidad de trabajo
    - ¿en comparación con quien?
  - Calidad del trabajo
    - rediseño continuo
    - Renegociación continua del rol:
    - “la medicina moderna se caracteriza por un enfoque más colectivo y regulado, en detrimento de los roles tradicionales y la autonomía de la profesión médica
    - “ La reorganización neoliberal de las organizaciones de atención resultó en que las enfermeras ya no podían realizar su trabajo de la forma en que se les había enseñado ni según los estándares que consideraban apropiados y responsables considerándolo como una violación de su integridad profesional “(Thomassen et al., 2017).

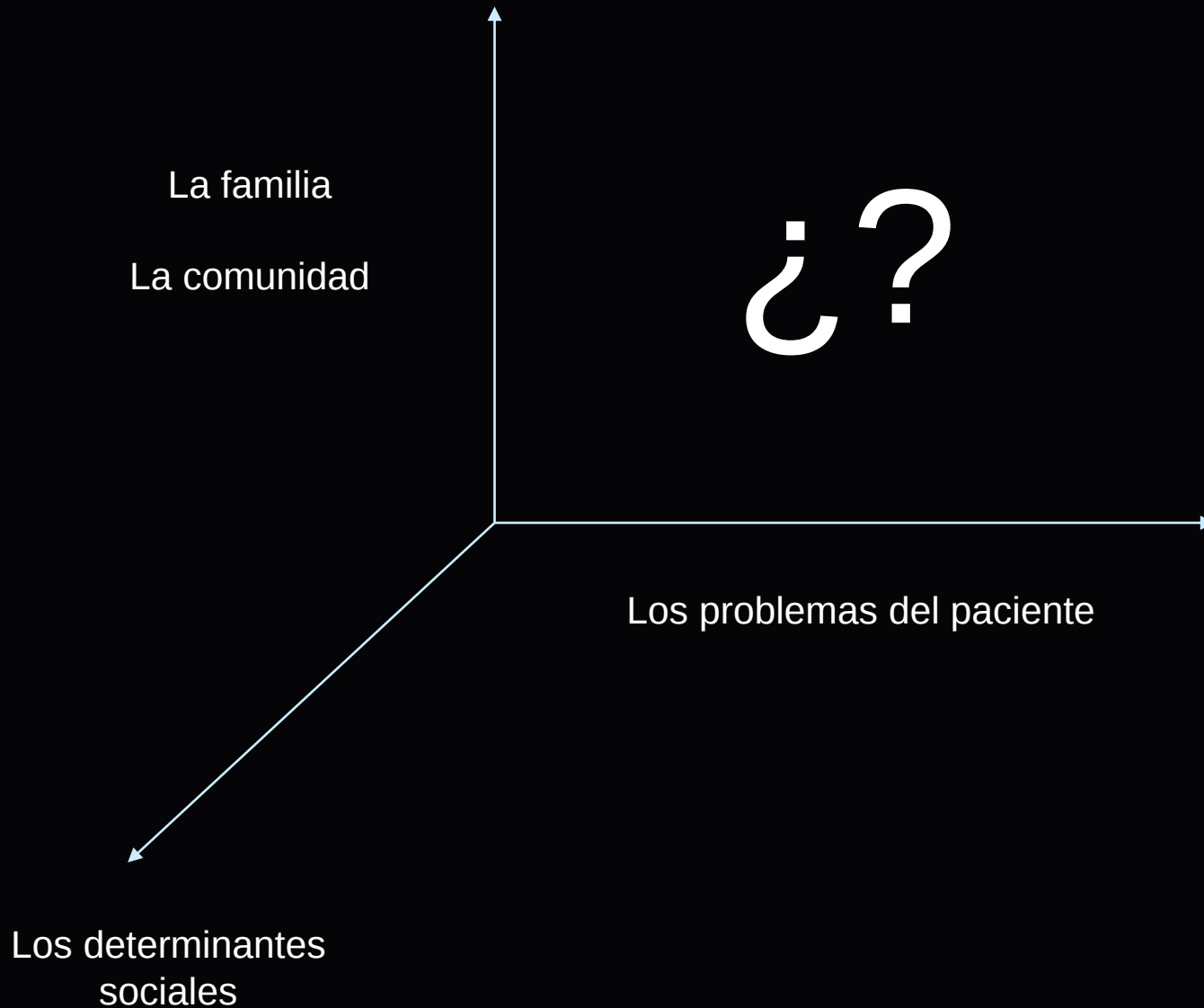
«Doctors must live»: a care ethics inquiry into physicians' late modern suffering

Caroline Engen<sup>1,2,3</sup> 

“Los lineamientos de la atención médica parecen cada vez más productos de protocolos empíricos cuya naturaleza hace que se considere a los pacientes unidades estandarizadas de enfermedad. Estos protocolos no dan cabida al relato de cada individuo, a los valores, aspiraciones y prioridades de cada persona diferente y a la forma en que éstas cambian con el tiempo”  
( Iona Heath)



# La inalcanzable aspiración de la APS



# Individuo-población

- Se ha producido la expansión del alcance de la medicina, integrando la salud no solo como una preocupación de la díada **profesional-paciente**, sino como un objetivo político y social dirigido a **poblaciones**. Esta integración ha difuminado los límites entre la atención clínica y la salud pública, transformando no solo lo que se considera "bueno" en la práctica médica, sino también alterando fundamentalmente cómo los médicos se perciben a sí mismos como actores morales.
- Los médicos noruegos parecen adoptar implícitamente una postura utilitarista donde el objetivo principal, si no la razón de ser en sí misma, del sistema de atención médica es maximizar la salud en la población mediante alguna métrica, ya sean AVAC u otras.
- Una característica típica del estado biopolítico, donde los médicos adoptan e implementan las prioridades del estado, centrándose en controlar y mejorar la salud de las poblaciones en lugar de priorizar la atención individual (Suijker 2023).

«Doctors must live»: a care ethics inquiry into physicians' late modern suffering

Caroline Engen<sup>1,2,3</sup> 

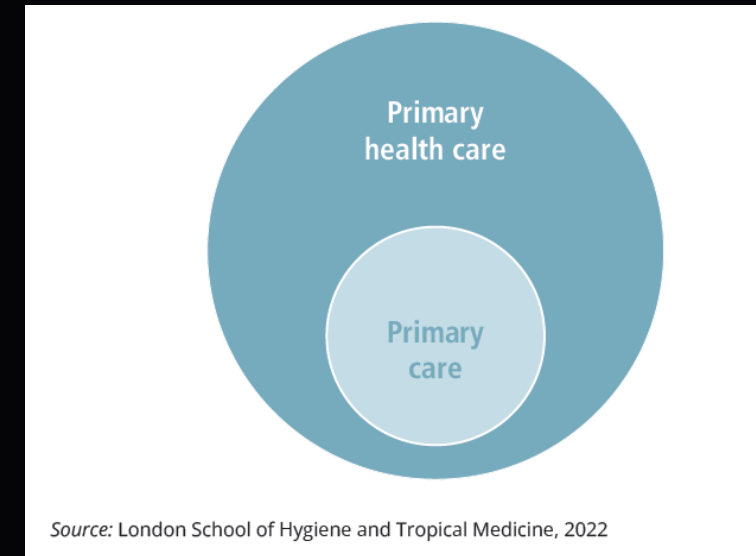
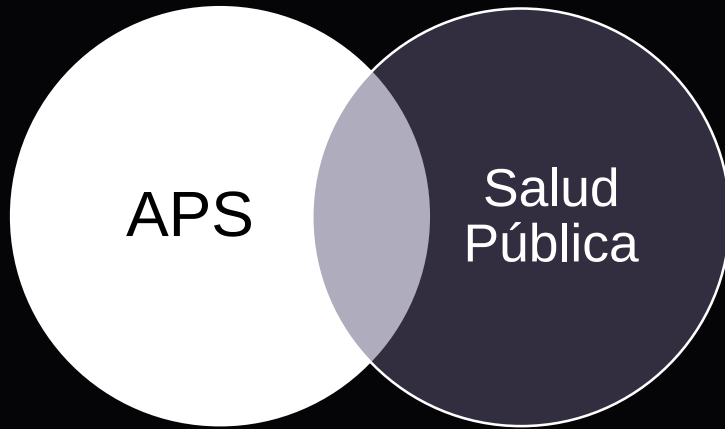
# El sufrimiento de los profesionales como tensión

- Entre tres nociones rivales de ética:
  - el imperativo utilitario de maximizar la salud de la población.
  - El ideal de autonomía y elección individual.
  - La experiencia tácita y relacional del cuidado.

«Doctors must live»: a care ethics inquiry into physicians' late modern suffering

Caroline Engen<sup>1,2,3</sup> 

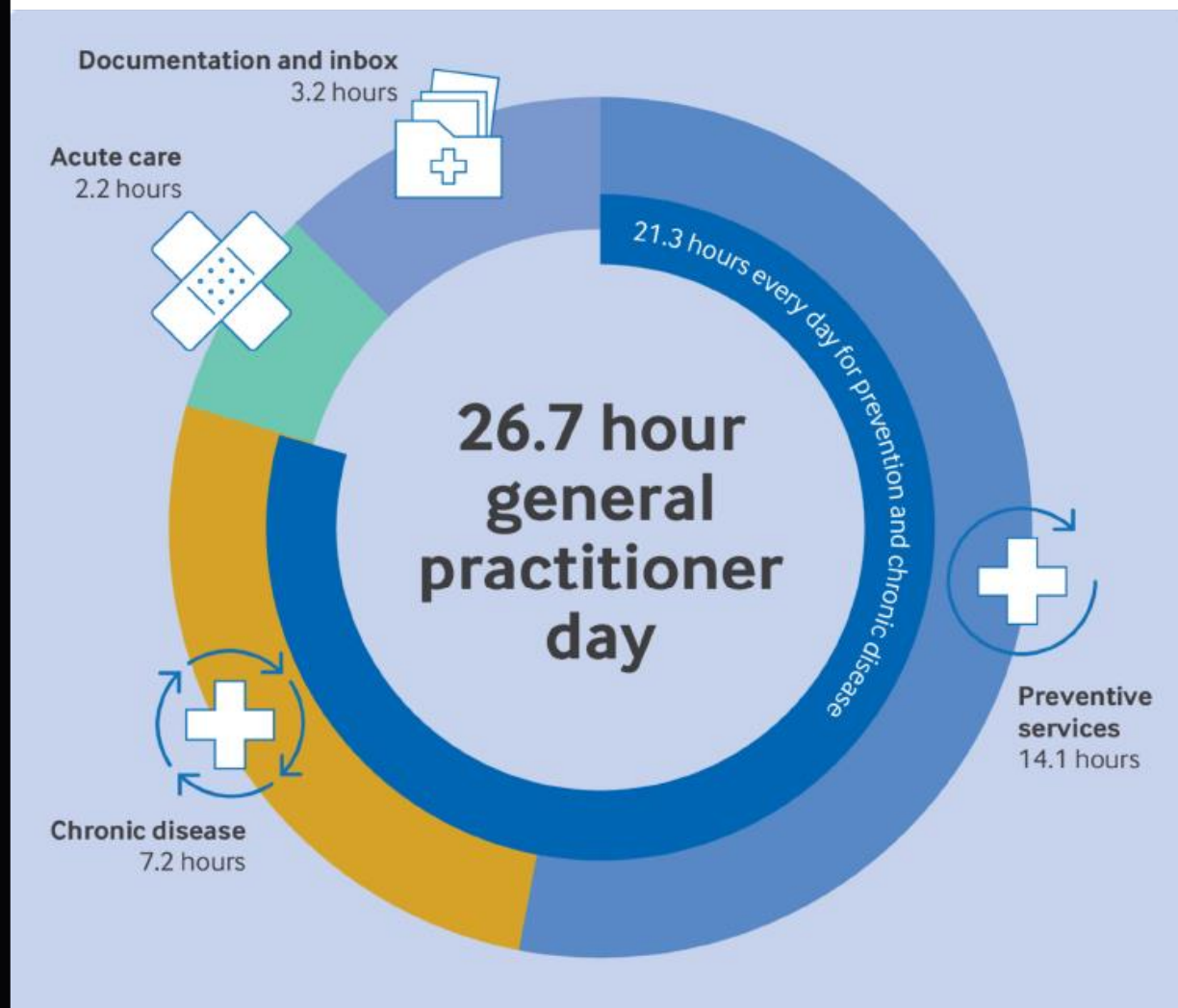
# ¿Atención Primaria ¿o Salud Pública?



# Sacrificing patient care for prevention: distortion of the role of general practice

Expansion of preventive clinical recommendations in primary care has had the unintended consequence of destabilising this foundation of the healthcare system, argue **Minna Johansson and colleagues**

Stephen A Martin,<sup>1</sup> Minna Johansson,<sup>2,3</sup> Iona Heath,<sup>4</sup> Richard Lehman,<sup>5</sup> Christina Korownyk<sup>6</sup>



### A. Prioritise prevention

To prioritise prevention, acute and chronic disease care would be eliminated. Promoters of prevention would select which recommended prevention interventions could compose entirety of 10 hour day



#### Intended outcome

No one becomes sick (disease is prevented)

#### Actual outcome

#### Patient satisfaction (poor)

Should anyone continue to become sick, they cannot be seen in primary care

#### GP satisfaction (poor)

GPs are unable to care for the sick, leading to ethical stress and existential questions about their intensive, lengthy training and purpose  
Relatively few patients benefit from primary prevention

#### Societal cost (high)

Management of sick patients (acute and chronic) will be transitioned to emergency departments, urgent care, or other settings - or patients forgo care entirely

### B. Reduce panel size

In order to complete the current recommendations for prevention, chronic, and acute care within a 10 hour day, GPs would reduce their patient panels by approximately two thirds



#### Intended outcome

Each patient receives all recommendations for prevention, chronic, and acute care

#### Actual outcome

#### Patient satisfaction (poor)

Two thirds of patients would not have a GP

#### GP satisfaction (mixed)

May improve GPs sense of accomplishment and work sustainability  
Would no longer care for two thirds of their patients

#### Societal cost (high)

Two thirds of established patients would no longer have a GP (in addition to people already without a GP)  
Management of sick patients would be similar to (A)

### C. Less time with patients

In order to complete current recommendations for prevention, chronic, and acute care within a 10 hour day, GPs would spend less time with patients by speaking faster, interrupting patients sooner, or communicating through form letters, AI, and group visits



#### Intended outcome

Each patient receives all recommendations for prevention, chronic, and acute care

#### Actual outcome

#### Patient satisfaction (poor)

Attention to additional patient concerns (eg, chest pain, depressed mood) would not be possible

#### GP satisfaction (poor)

Exhaustion and ethical stress leading to GP burnout

#### Societal cost (high)

Longer term GP supply is threatened by poor work environment and job satisfaction  
Increased errors due to rushed communication

### D. Primary care teams

In order to complete the current recommendations for prevention, chronic, and acute care within a 10 hour day, primary care teams would be employed to assist



#### Intended outcome

Each patient receives all recommendations for prevention, chronic, and acute care

#### Actual outcome

#### Patient satisfaction (moderate)

Implementing all preventive recommendations that apply to each individual will require a massive workforce - while the likelihood of individual patient benefit will remain small  
Relational continuity between patient and healthcare personnel diminishes, which in turn may worsen health outcomes

#### GP satisfaction (mixed)

May reduce GPs sense of being overwhelmed  
GPs become consultants with limited personal knowledge or relational continuity with patients  
May lead to siloed care that could be done more effectively through public health interventions

#### Societal cost (high)

Unending preventive interventions added for the team without subtracting others  
Potentially limitless increase in overall primary care staff

### E. Prioritise symptoms and illness

In order to sufficiently care for patients who are sick or have chronic symptomatic conditions, preventive care for low risk populations would be transferred from primary care to public health



#### Intended outcome

Patients who are sick or have chronic symptomatic conditions are seen by their own GP in a timely manner and receive appropriate care

#### Actual outcome

#### Patient satisfaction (high)

Timely and accessible medical care for patients who are sick or have chronic symptomatic conditions  
Relational continuity improves - a cornerstone of effective primary care

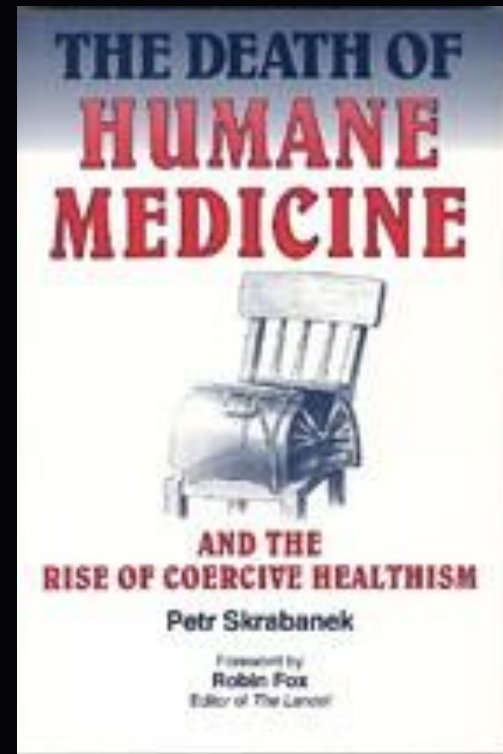
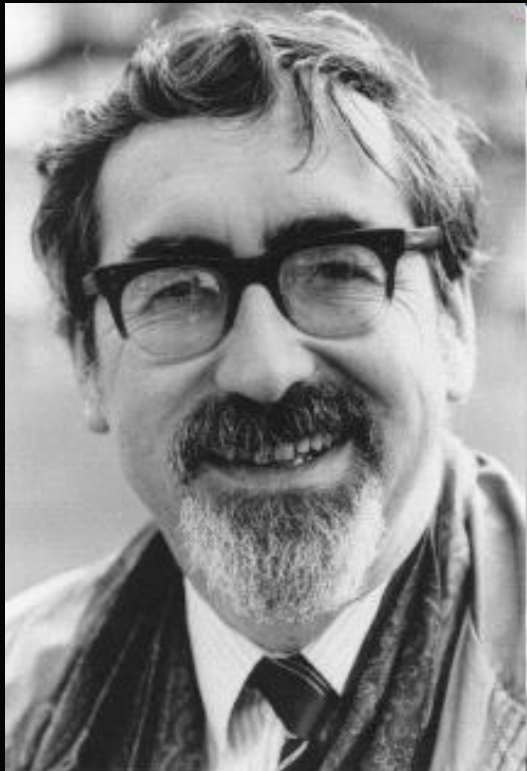
#### GP satisfaction (high)

Able to assess and diagnose patients who are sick or have chronic symptomatic conditions  
Provide care with strong evidence of benefit

#### Societal cost (net improvement)

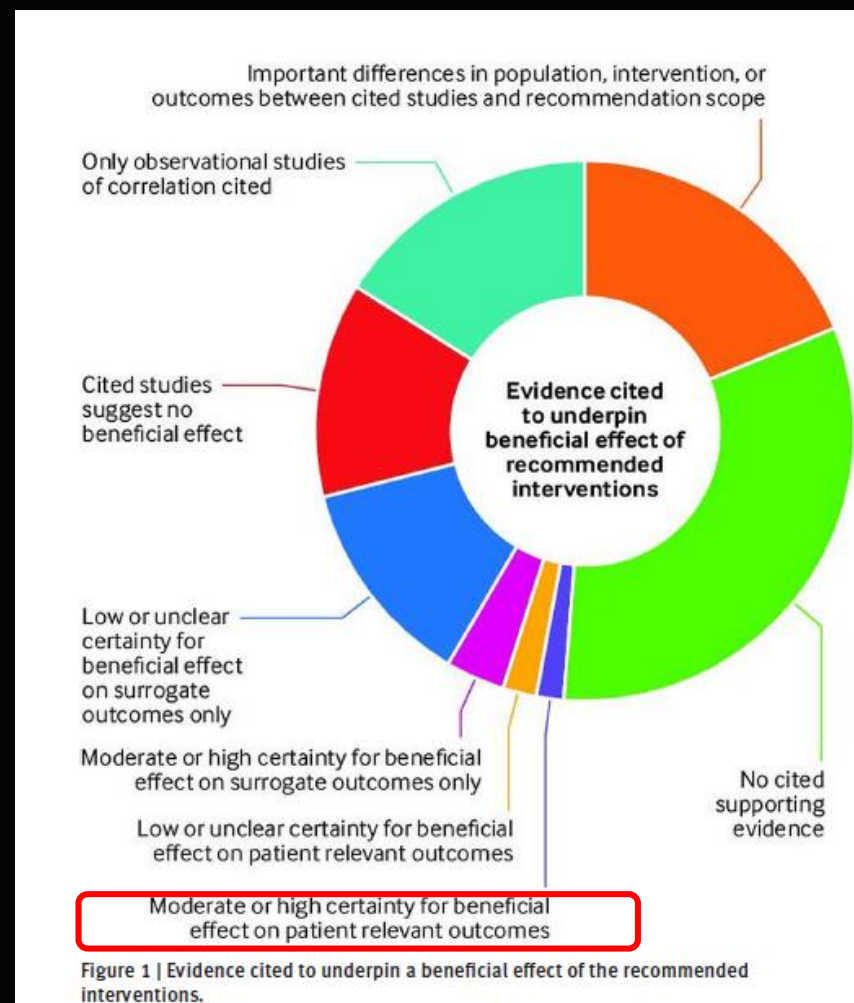
Improved health outcomes  
Improved equity  
Fewer emergency department visits and hospital admissions  
Public health is far more cost effective preventing disease in large low risk populations

*Somos normales porque no nos hacen suficientes pruebas*



*Más atención sanitaria vinculada a más salud y mejores vidas*

- Solo 3% de recomendaciones NICE sobre cambios de estilo de vida están sustentadas en evidencias moderadas o altas



# Rethinking (Pensar de nuevo)

- Mientras que previamente se integraba profundamente la identidad profesional en su estilo de vida, los médicos más jóvenes tienden a ver su trabajo simplemente como un empleo (Hertzberg 2016).
- **La transición de la medicina a la ingeniería:** los médicos se están reinventando cada vez más alejados de la presión de la atención médica: un sistema donde los profesionales de la salud son técnicos altamente cualificados y especializados al servicio del big data y los procesos automatizados de toma de decisiones sin atención directa a pacientes.

«Doctors must live»: a care ethics inquiry into physicians' late modern suffering

Caroline Engen<sup>1,2,3</sup> 



## ¿Futuro?

- Fascinación tecnológica
- Liquidez
- Olvido
- Sistematización
- Incremento de producción

## ¿Pasado?

- Escuchar/tocar/esperar
- Permanencia
- Recuerdo
- Incertidumbre
- Prudencia en el consumo



A robot conducts the Orchestra Filarmonica di Lucca at Teatro Verdi in Pisa, Italy, this September.

## Reboot for the AI revolution

As artificial intelligence puts many out of work, we must forge new economic, social and educational systems, argues Yuval Noah Harari.

**T**he ongoing artificial-intelligence revolution will change almost every line of work, creating enormous social and economic opportunities — and challenges. Some believe that intelligent computers will push humans out of the job market and create a new ‘useless class’; others maintain that automation will generate a wide range of new human jobs and greater prosperity for all. Almost everybody agrees

that we should take action to prevent the worst-case scenarios.

The automation revolution is emerging from the confluence of two scientific tidal waves. Computer scientists are developing artificial intelligence (AI) algorithms that can learn, analyse massive amounts of data and recognize patterns with superhuman efficiency. At the same time, biologists and social scientists are deciphering human emotions,

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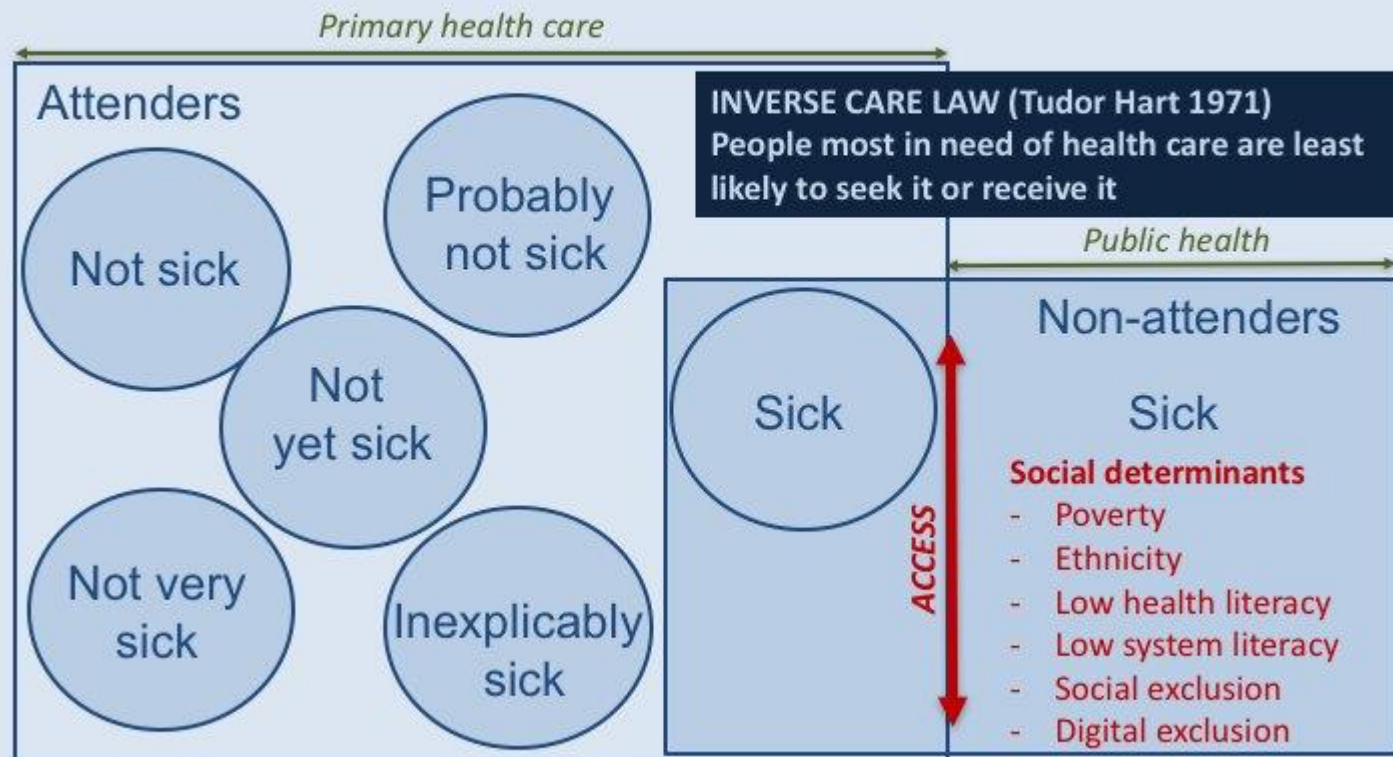
## THE ECONOMICS OF ARTIFICIAL INTELLIGENCE

*Health Care Challenges*

Edited by Ajay Agrawal, Joshua Gans,  
Avi Goldfarb, and Catherine E. Tucker



# The inherently fuzzy caseload of primary health care



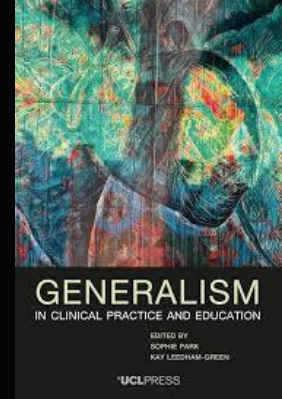
based on Ian McWhinney Family Practice 1983; 1:3-8

## Medical Generalism, Now!

Reclaiming the Knowledge  
Work of Modern Practice



Joanne Reeve



La práctica médica generalista se basa en un enfoque «exploratorio» centrado en la persona.

El objetivo principal de la atención centrada en la persona es mantener, restablecer o mejorar la capacidad del individuo para enfrentarse en condiciones a la vida diaria.

Los médicos generalistas utilizan el razonamiento inductivo para generar, a partir de un conjunto de datos, una explicación individualizada de la enfermedad.

La pregunta clínica subyacente es: «¿Debo diagnosticar a esta persona de la enfermedad o factor de riesgo X? ¿Mejorará la capacidad para enfrentarse a la vida diaria de esta persona etiquetarla con este diagnóstico?

Joanne Reeves, BJGP, 2018



*“ Sassall nunca separa una enfermedad de la personalidad general del paciente que la sufre: en este sentido es lo opuesto a un especialista. No cree en la necesidad de mantener una distancia imaginaria: ha de acercarse lo suficiente para reconocer al paciente en todo su ser. Aunque tiene unos dos mil pacientes es consciente hasta que punto están todos relacionados, de modo que los número casi nunca adquieren para él una objetividad estadística”*

## A manera de resumen

- Longitudinalidad como eje
- Persona + población= AP + Salud Pública
- Ampliar perfiles con tiempo y evaluación
- Universidad: un cambio utópico
- Cambio de la relación laboral
- Diferenciación con el especialista prestigiando el generalismo
- Cambio de relación laboral
- Abordaje contra la medicalización
- Presión y lucha